

Fairfax County, Virginia

Department of Public Safety Communications

Monthly Productivity Report

July 2012



Fairfax County 9-1-1...always there...always ready...24/7/365

The DPSC Monthly Productivity Report is issued and posted to provide an easy to read and understandable summary of the activity of the "Fairfax County 9-1-1 Center" in serving residents, businesses and visitors and the Police Department and Fire-Rescue Department.

The “+/-” represent the change in data from the previous month.

Telephone System Statistics

Incoming Call Volume*

**Includes calls that disconnected from queue before being answered*

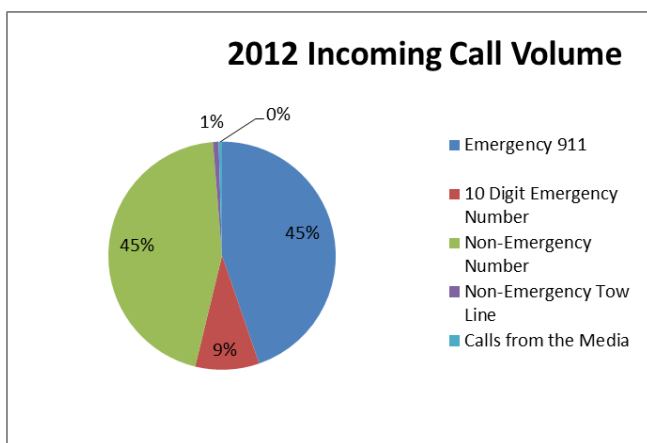
Emergency 9-1-1.....35,170 (+267)
(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))

10 Digit Emergency Number.....7,915 (+777)

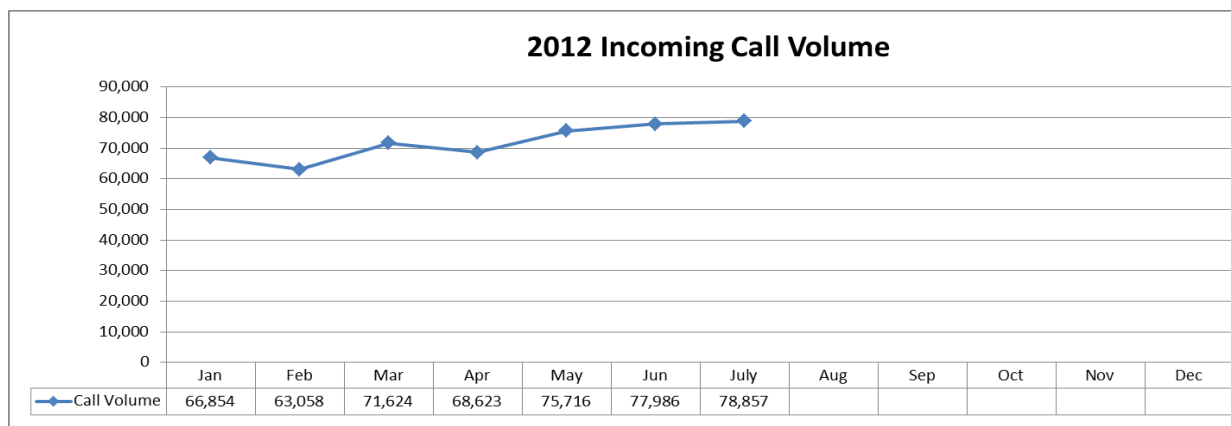
Non-Emergency Number.....34,765 (-302)

Non-Emergency Tow Line.....654 (+105)

Calls from the media (includes print, TV, radio, internet, etc.).....353 (+24)



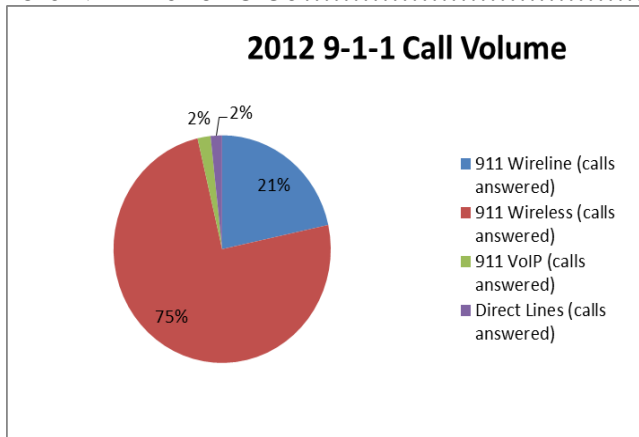
Total Calls Received from the Public.....78,857 (+871)



Selected 9-1-1 Call Volume

9-1-1 Wire Line (calls answered).....	6,719 (-225)
9-1-1 Wireless (calls answered).....	26,309 (+601)
9-1-1 VoIP (calls answered).....	603 (-23)
Direct Lines (calls answered).....	562 (-24)

Total 9-1-1 answered.....34,193 (+329)



9-1-1 calls challenged with TDD.....3,541 (+306)

TDD calls where communication was made with the public.....0 (0)

9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....977 (-62)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....2,016 (+5)

Calls for which the caller hung up/disconnected before being sent to a queue.....5,867 (+210)

Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....3,238 (-918)

Number of 9-1-1 calls received via telematics providers.....68

Calls Transferred to Other Agencies

Virginia Agencies

Virginia State Police.....	1,484 (-57)
Arlington County Police and Fire-Rescue.....	196 (-16)
City of Alexandria Police and Fire-Rescue.....	259 (+29)
City of Fairfax Police	423 (+12)
U.S Army Ft. Belvoir Police.....	43 (-9)
Town of Herndon Police.....	220 (-2)
Town of Vienna Police.....	144 (+24)
Loudoun County Sheriff and Fire-Rescue.....	93 (-9)
Prince William County Police and Fire-Rescue.....	158 (-19)
George Mason University Police.....	9 (-1)

Virginia Department of Transportation.....17 (-10)

Maryland Agencies

Maryland State Police.....24 (-5)

Montgomery County Police and Fire-Rescue.....61 (+4)

Prince George's County Police and Fire-Rescue.....54 (-6)

District of Columbia Police and Fire-Rescue.....32 (-12)

Metropolitan Washington Airport Authority.....224 (+35)

U.S Park Police.....53 (-30)

Calls Requiring *Language Line* Interpretation.....913 (-90)

Average length of language interpretation calls..... 6.6 (-0.3)

Hours spent utilizing language interpretation.....100 (-15)

**This equates to a call taker being on the telephone for 4.2 days.*

Computer Aided Dispatch (CAD) System Statistics

Police Department Events

Entered by DPSC call takers/dispatchers.....27,661 (+49)

Initiated by police units in the field and controlled by DPSC dispatchers
.....50,533 (-1,523)

DPSC Tow Events

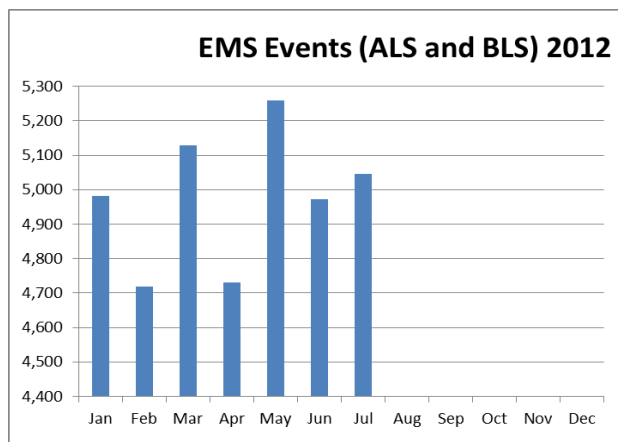
Entered by DPSC call takers.....4,432 (+82)

Fire-Rescue Department Events

Entered by DPSC call takers/dispatchers.....15,785 (+203)

Initiated by fire-rescue units in the field and controlled by DPSC dispatchers
.....543 (+152)

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....5,046 (+74)

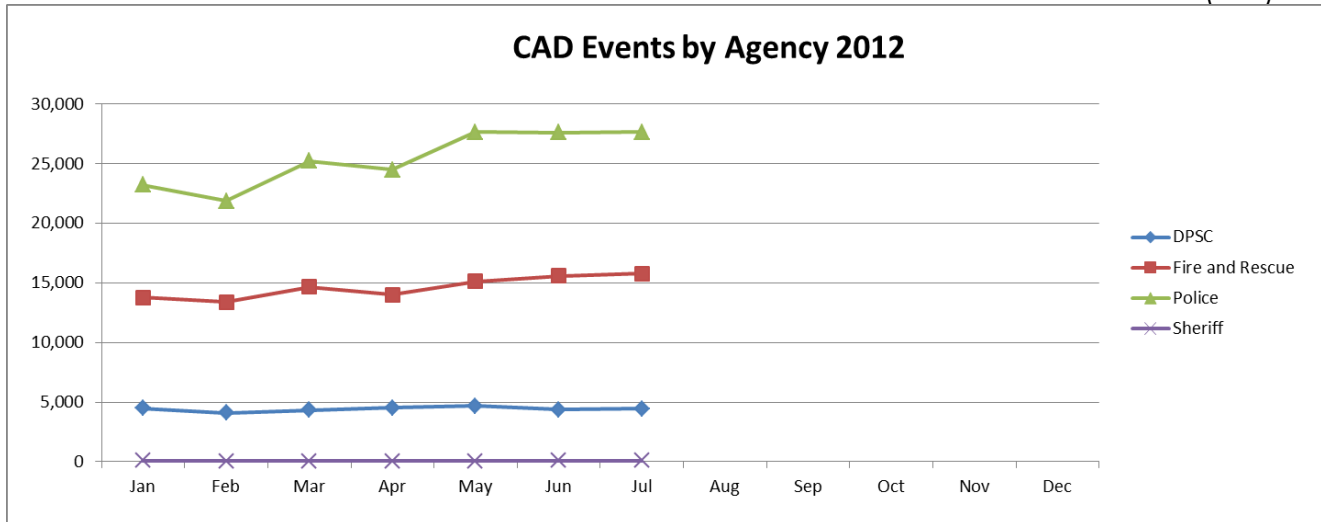


Sheriff's Office Events

Entered by DPSC call takers/dispatchers.....71 (-5)

Initiated by sheriff units in the field and controlled by DPSC dispatchers

.....550 (+58)



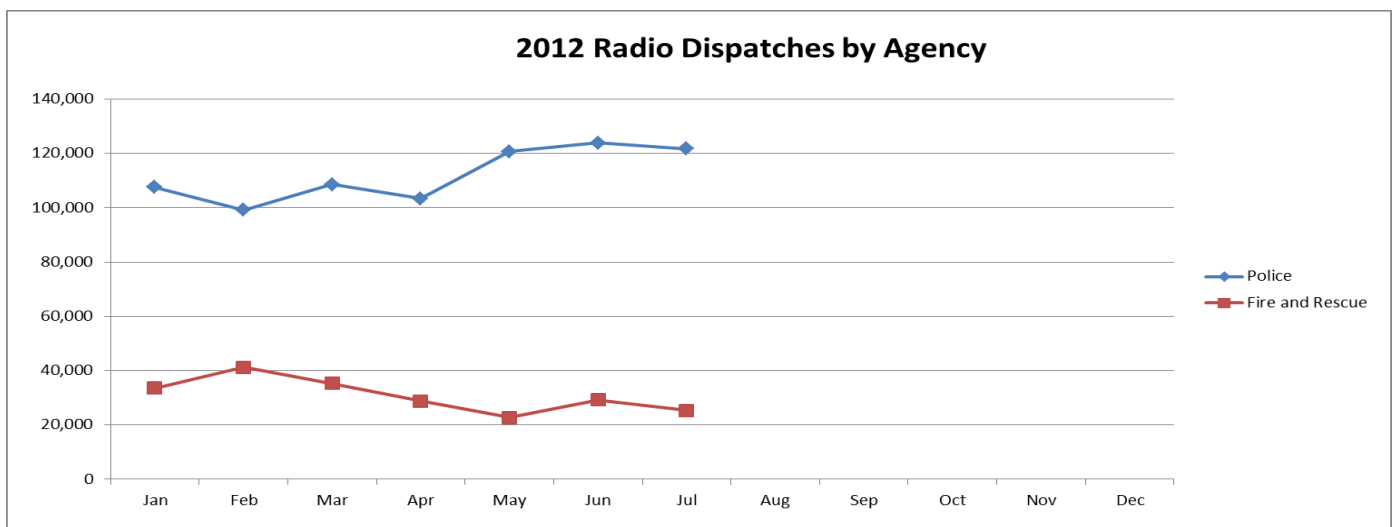
Radio Systems Statistics

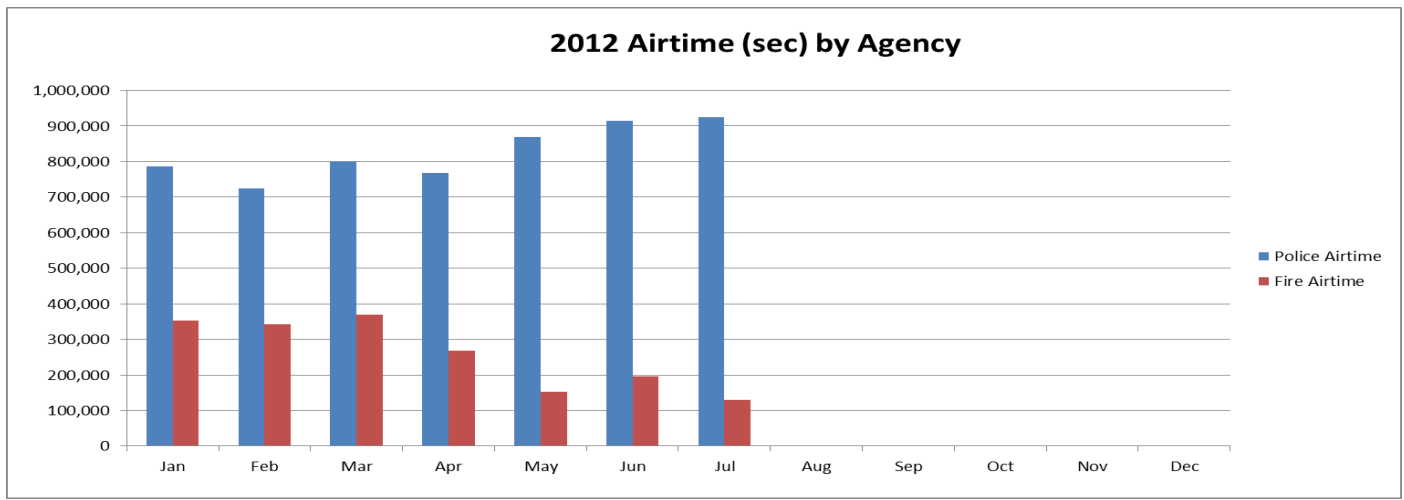
Radio transmissions made to police units.....121,845 (-2,168)

Radio transmissions made to fire-rescue units.....25,377 (-3,792)

Total radio transmissions made to police and fire-rescue units.....147,054 (-5,960)

Total radio transmission time in hours.....293 (-15)

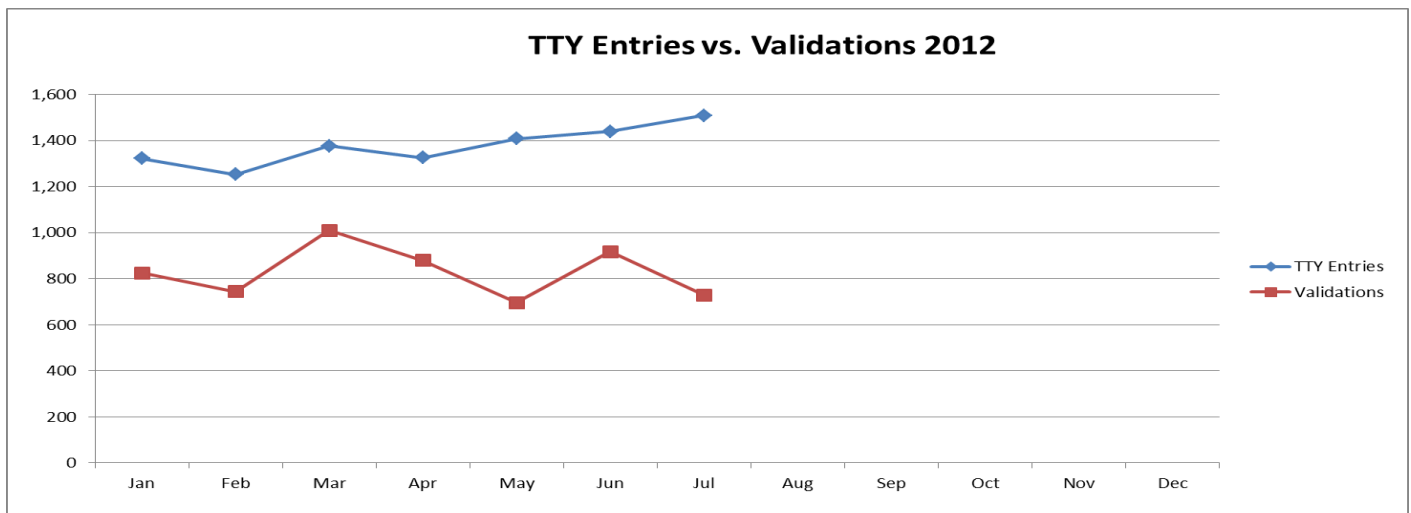




Virginia Criminal Information Network (VCIN)/National Crime Information Center (NCIC)

Entries made by DPSC Teletype Operators.....1,509 (+70)

Total Validation Record Checks.....729 (-188)

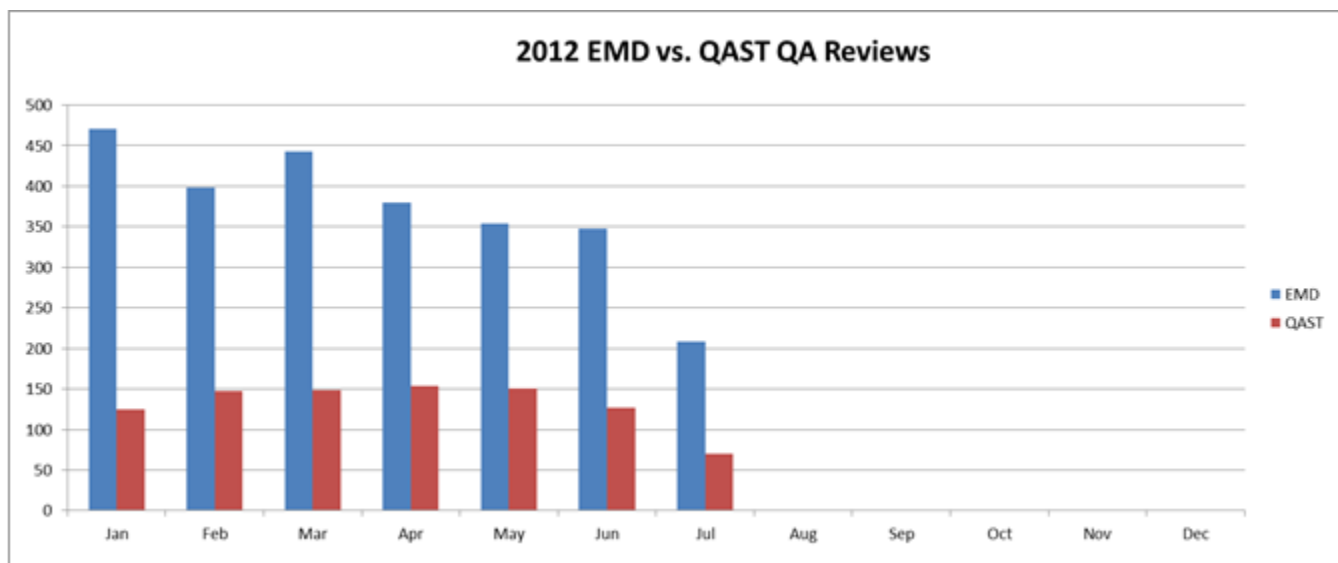
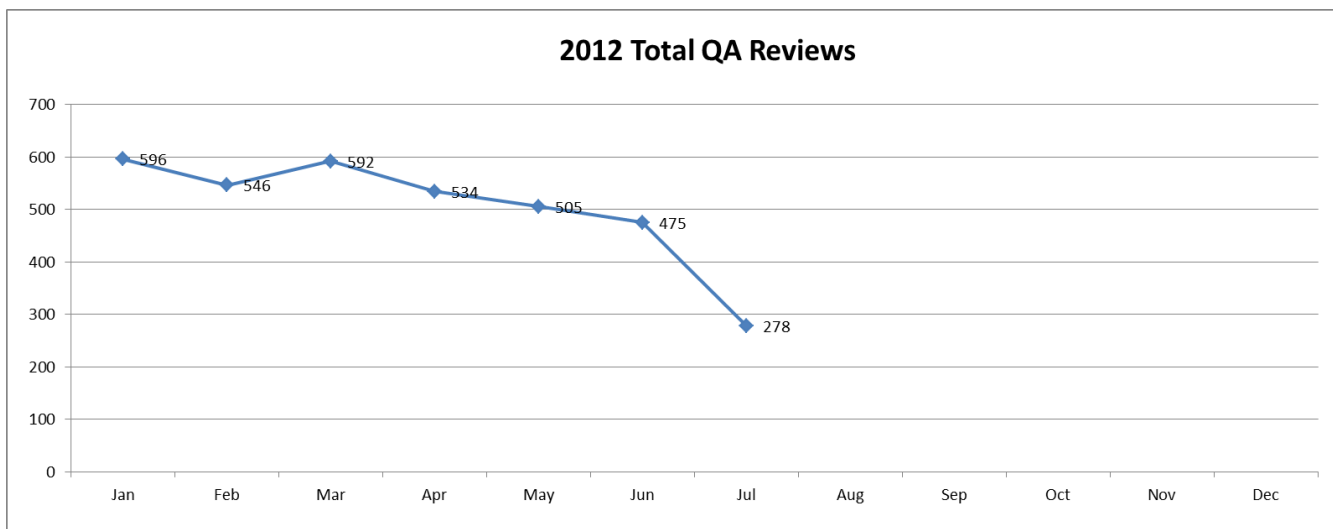


Quality Assurance Statistics

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted208 (-140)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....70 (-57)

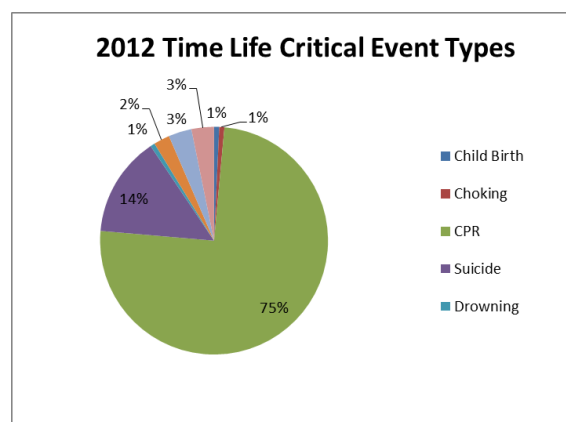
Total Quality Assurance Reviews by DPSC.....278 (-197)



Critical Life Threatening/Life Saving Events*

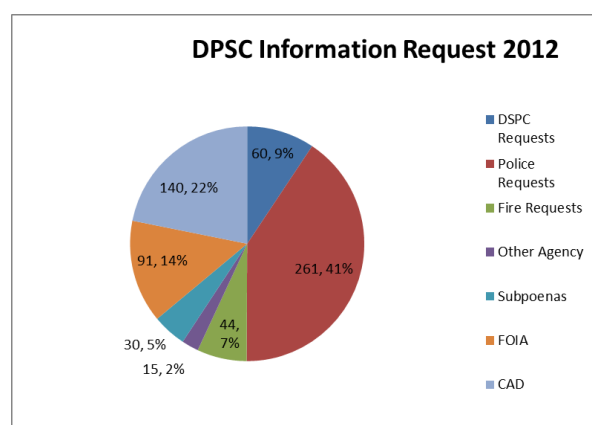
Child Birth Delivery Events.....	2 (+1)
Choking Events.....	1 (-4)
CPR Events.....	113 (+1)
Attempted Suicide Events.....	23 (+7)
Drowning Events.....	2 (0)
Assault with Weapon.....	9 (+4)

Shooting Events.....	8 (0)
Stabbing Events.....	3 (+7)
<i>*Statistics are based on remarks entered in CAD and final event types.</i>	



Release of Information Requests

DPSC Audio Recording Requests.....	4 (-4)
Police Department Audio Recording Requests.....	43 (-10)
Fire-Rescue Department Audio Recording Requests.....	7 (-1)
Other Agency Audio Recording Requests.....	2 (-1)
Number of Subpoenas Requests.....	3 (-3)
Freedom of Information Act Requests.....	6 (-20)
CAD Requests.....	9 (-11)
Total Requests.....	74 (-48)



Specific Event Reward and Recognition Program (nominations received)

Number of Life Saving Awards.....	0 (-2)
Number of Child Birth Delivery Awards.....	0 (0)
Number of Exceptional Performance during a High Risk Incident Awards.....	0 (0)
Number of Helping Hand Awards.....	1 (-1)
Number of Outstanding Support Awards.....	0 (0)
Total Number of Specific Event Recognition Awards.....	1 (-3)

Human Resources

Authorized Organizational Strength

Operational.....	182 (0)
PSC (I, II, III).....	157 (0)
Assistant Supervisors.....	20 (0)
Lead Supervisors.....	5 (0)
Administration.....	22 (0)
Total.....	204 (0)

Vacant Positions

PSC (I, II, III).....	39 (0)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	1 (0)
Administration.....	0 (0)
Total Vacant.....	41 (0)

Promotions

PSC II.....	0 (-2)
PSC III.....	1 (0)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	0 (-1)
Total.....	1(-3)

Agency Tenure – Employees who reached an agency tenure milestone during the reporting month.

5 years.....	0 (-4)
10 years.....	0(-2)
15 years.....	1 (+1)
20 years.....	0 (0)
25 years.....	0 (0)
30 plus years.....	0 (0)

Agency Separations

Retirements.....	0 (-1)
Terminations.....	

During PSCAD.....	0 (0)
During On the Job Training.....	0 (0)
During Probationary Period.....	0 (-1)
After Probationary Period.....	0 (-2)
Agency Retention Rate.....	80%

Recruitment and Hiring (data may be spread over a several month period)

Number of Resumes Received	497 (+192)
Number of Resumes Processed/Evaluated.....	490 (+185)
Number of Organizational Compatibility Tests Administered.....	222 (+222)
Number of Acceptable Organizational Compatibility Tests.....	90 (+90)
Number of Computer-based Job Simulation Tests Administered.....	27 (+27)
Number of Acceptable Computer-based Job Simulation Tests.....	24 (+24)
Number of Background Investigations Administered.....	0 (0)
Number of successful Background Investigations.....	0 (0)
Number of Polygraph Examinations Administered.....	11 (+11)
Number of Successful Polygraph Examinations.....	0 (0)
Number of Panel Interviews Conducted.....	0 (0)
Number of Recommended Panel Interviews.....	0 (0)
Number of Pre-Employment Medical Tests Administered.....	0 (0)
Number of Employees Hired.....	0 (-8)